

**GOVERNMENT OF TELANGANA
ABSTRACT**

Establishment – Consumer Affairs, Food and Civil Supplies Department – Ratification for the action taken by the Commissioner, Civil Supplies, Telangana, Hyderabad in engaging two (02) Tele-caller services on outsourcing basis from 1.7.2018 to 31.1.2020 and permission for further continuation for a further period from 1.2.2020 to 31.3.2021 – Accorded – Orders – Issued.

FINANCE (HRM-VII) DEPARTMENT

G.O.Rt.No. 955

Dated: 16-06-2021

Read the following:-

1. G.O.Rt.No.4271, Finance (SMPC) Department, dated:01.11.2008
2. G.O.Ms.No.14, Finance (HRM.I) Department, dated:19.02.2016.
3. From the Commissioner of Civil Supplies and Ex-officio Secretary to Government, Telangana, Hyderabad, Ref.No. Admn.I(1)/1706/2015, dated: 22.6.2020.
4. Consumer Affairs, Food and Civil Supplies (CCS.I) Department, U.O.No.1027/CS.I-CCS/2018, dated: 20.2.2021.

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ORDER:

In the circumstances as stated by the Consumer Affairs, Food & Civil Supplies (CSI.CCS) Department vide reference 4th read above, Government, hereby ratify the action taken by the Commissioner, Civil Supplies, Telangana, Hyderabad in engaging two (02) Tele-caller services on outsourcing basis to attend four digit helpline "1967" for grievance redressal mechanism under the administrative control of Commissioner of Civil Supplies and Ex-officio Secretary to Government, Telangana, Hyderabad, for a period from 1.7.2018 to 31.1.2020, subject to following the guidelines issued for engaging contract/outsourcing of services, so issued vide reference 1st read above and fixing the remuneration in terms of the orders issued vide reference 2nd read above, with a condition to pay the same through a third party agency.

2. Government also hereby accord permission for engaging two (02) Tele-caller services on outsourcing basis to attend four digit helpline "1967" for grievance redressal mechanism under the administrative control of Commissioner of Civil Supplies and Ex-officio Secretary to Government, Telangana, Hyderabad, for a further period from 1.2.2020 to 31.3.2021 or till the actual need is ceases, whichever is earlier, subject to following the norms prescribed for engaging the services on contract/outsourcing basis, so issued vide reference 1st read above and by-fixing the remuneration in terms of the orders issued vide reference 2nd read above, with a condition to pay the same through a third party agency.

3. The expenditure shall be debited from the Head of Account "3456 – Civil Supplies –001– SH (01)–300–302".

4. The Consumer Affairs, Food and Civil Supplies (CSI.CCS) Department shall take necessary further action in the matter.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF TELANGANA)

**D. RONALD ROSE
SPECIAL SECRETARY TO GOVERNMENT**

To
The Consumer Affairs, Food and Civil Supplies (CSI.CCS) Department,
Telangana Secretariat, Hyderabad.
The Commissioner, Civil Supplies,
Telangana, Hyderabad.

Copy to:
The Director of Treasuries and Accounts, Telangana, Hyderabad.
The Pay and Accounts Officer, Telangana, Hyderabad.
The Finance (EBS.II) Department, Telangana Secretariat, Hyderabad.
SF/SCs.

//FORWARDED:: BY ORDER//

SECTION OFFICER